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Delivering Literacy Programmes for the Academic Excellence of the Under Graduate Students.

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Abstract: The expertise in providing library services and resources play an important role in students' academic success. The three factors library place, library resources and library services play an important role in student's outcomes. The libraries must focus on student's learning-centric. The orientation programme conducted by the librarians increases the usage of library resources. The smart and latest technologies should be used by the librarians for students learning process. The librarian needs to study the student's capabilities and with the help of the latest technologies to serve the user needs and must create a conducive environment for studies. The present paper focuses on promoting the various information literacy programmes for undergraduate students which will develop their academic excellence and final grades.

Keywords: Libraries, Undergraduate students, Information Literacy, Digital literacy, social media, Academic success.

Introduction: In the student's outcome, books and web-based services play an important role. During the Covid-19 pandemic, the schools and colleges were shut down before the completion of the academic year and during this time the libraries used social media tools such as WhatsApp, Google classroom etc. to reach the students to complete their curriculum and answer their queries. The libraries need to be proactive towards the users by adopting new technology and participating in the scholarly life of students. **LeMaistre and Thanki (2018)** suggest that small institutional libraries with limited resources can progress a significant relationship between the user and the student's success. in their study they found that 89% of the students in good academic standing used the library. Students especially visit the library for borrowing and returning of books, photocopying the material, reading newspaper & journals, reference service, project reports etc. The educational success of students depends on their strengths and weakness. **Stemmer & Mahan (2016)** found that library usage is positively

associated with student's progress and usage of the library for academic purposes positively relates to the students' outcome. The students who use a higher number of books to develop their ideas and course material meets their expectation to achieve higher grades. The libraries provide interlibrary loan services, journal subscriptions, purchasing of databases, authentic book collection to the students. Educational institutions should adopt a blended educational system that means e-resources and traditional methods to be used in the daily teaching-learning curriculum. The factors that can help the students in academic success are free internet access, reading space, e-resources (open and subscribed) research services, exhibitions, conferences, photocopy centers are some of the facilities which the library can provide to meet the user needs. The students who visit the libraries are getting higher grades. Libraries play an important link in students learning and the process of acquiring knowledge. Library provides greater support for learning and offers better services in students learning process. The library's contribution is receiving recognition. Students are having lack of skills in the trustworthiness of the information and the library has to provide orientation regarding the trustworthiness of the information. The libraries need to design a program for the students which will help them to develop their professional skills. When the students have a positive perception of the services provided by the libraries, they will visit again to the library and will tell their colleagues also to visit the library.

Relationship between libraries and Students:

The librarians should respect their readers who use their library and should know what the users expect from the library. There should be a harmonious relationship between librarians and users for the smooth functioning of the library. The libraries need to improve the quality of the services they provide for users. The reader is the most important component of the library for libraries' existence. **Li (2018)** revealed that trust is the most important link which brings the librarian and readers together and reduces the obstacles between them. This trust enables both of them to understand each other. He also promotes the 'Transpositional thinking' where librarians should be a reader and needs to study the mood and psychology of the reader and accordingly provide the services. **Majetic & Pellegrino (2018)** in their study assessed the self-reported skills and confidence level of undergraduate students of environmental science course in small college Midwest. They assessed the students before and after completion of their assignment and found that there is an increase in the student's literacy skills in locating the original scientific articles and an increase in their confidence skills. They found that science students are more critical in decoding skills than others. They suggest that if this method is

adaptable, it will provide an opportunity for the students to build science and information literacy skills. **DiPrince et. al (2016)** reveals that to familiarise the new students with library resources and services there is a need to design a library guide that will help freshers to address their issues regarding the usage of the library. They also suggest that information literacy is the first step to search for accurate information and to assess the reliability of the information. **Singh & Kumar (2020)** in their study assess the information literacy competency of social science researchers on their information needs, its access, evaluation, use and ethics. They found the information competency literacy varied between the male and female on selected concepts. They found that the female researchers have a high level of information literacy competency in comparison to male researchers. They suggest that the contents of the information literacy program and courses need to be restructured and proper implantation of the information literacy programme at school & college levels.

Academic libraries play a greater role in assisting students to locate the resources in the library and evaluating the information. The students use the academic library resources to achieve high grades in their exams. Information literacy plays a key role in preparing the students in this ICT era. The main aim of the students to visit the library is to complete assignment work, project work, borrow/returning of books, CD's/DVD's, to study & learn, group discussion, photocopy, scan, printing etc. the libraries should provide a laptop for the students since some students do not own laptop. Students choose the library's conducive environment which supports their learning preference. The libraries must collect the data beyond the institutional framework.

What makes the students to achieve their academic excellence?

The survival of the libraries depends on the quality services provided by the library and the student's satisfaction has become an essential part of academic libraries. The libraries must attract the students by providing various quality services that will help them to achieve success in their final grade exams. **Kumbhar (2009)** suggests, in the e-learning environment there is no need for the learners to travel to a physical location but the educational goal can be achieved by using technology tools. **Soria, Fransen & Nackerud (2017)** in their study to measure the students' academic skills development found that 'Analytical and thinking critical skills, ability to read and comprehend academic material, clear and effective writing & understanding the specific field of study' are the items that have good reliability in achieving students professional excellence. The student's loyalty towards the library will determine his satisfaction with the services provided by the library. **Rani, S. (2009)** found that student's priority for usage

of the library is for preparation of notes, preparation of projects, preparation for competitive exams and to gain general knowledge. Information literacy competencies help the students to search, locate, evaluate & retrieve the needed information and enable the users to enrich their skills in handling the information needs.

What libraries can do for the students?

During this Covid-19 pandemic period, the libraries can offer many services to graduate students over the internet. The libraries can purchase e-books, e-Journals, Databases and various online e-resources from the publishers and provide access to these resources over the internet/library website. The libraries need to identify the online resources or open access resources to meet the information needs of the students. **Peiris & Gunasekara (2019)** suggest organizing a workshop and awareness program for the students since they face a lack of guidance and techniques in searching the databases. The main purpose of using databases by undergraduate students is for assignment purpose and the project work. The library shall provide online training to the students on how to access these e-resources. For new generation student's information literacy is a vital part. They should know how to use the information, its tools and sources of available information. There is a need of effective designing and implementation of information literacy activities for schools & colleges and collaboration between faculty members and librarians. **Aina, Babalola & Oduwole (2019)**, reveals most of the libraries use web 2.0 tools for educational and research purposes and mostly for communication, research and collaboration.. **Crozier, H. (2018)** suggests promoting open education resources (OER) and open access publications to the college community i.e. for students and faculties which will develop their professional skills. **Ghalib & Talawar (2009)** suggest adapting opensource e-learning courseware in higher education curricula and learning, institutional teaching-learning process will improve and will produce globally competitive graduates.

literacy programmes that can be delivered by the libraries for Graduate students

Information Literacy: Library information literacy program marks as a foundation for student's subsequent coursework. **Brown & Malenfant (2016)** reveals that Information literacy sessions conducted at the beginning increase the competencies of undergraduate studies. The students who use the library, achieve higher levels of academic success. when fresher students enter the library they feel inadequate due to the lack of knowledge and also to feel uncomfortable asking questions to library staff. Awareness about the library resources and

services is the first step towards information literacy. Information literacy teaches the students how to search for accurate information and assess the reliability of the information. If the students are not aware of these resources in the library then the value of these resources is zero. **DiPrince et al. (2016)** state that instead of students coming with questions, the librarians should reach the students in their academic environment. There is a need to teach information literacy and media literacy for the student in undergraduate colleges. The librarian should organize various online information literacy programmes to make aware the students and faculties about the maximum use of available e-resources over the internet or the e-resources subscribed by the libraries and made available on their websites. **Goldman et al. (2016)** in their study found that 80% of the student at the beginning agreed to learn about the library and at the end of the course 77% feel satisfied with the learning. There is a need for academic librarians to prove that they are proficient teachers of information literacy. The librarians have to design an instructional program about the identification of reliable information. Information literacy enables the students to recognize the information available over the internet. They needed the capabilities to locate and evaluate the information.

Digital Literacy: 21st century brought a tremendous change in information technology in the form of digital collections and information technology. The librarians should seek innovative ways to reach the user. The development of the nation depends on the skilled and educated youths. Kumar & Vivekanandan (2018) reveals that the learning opportunity shall be available wherever & whenever and not to be limited at a fixed time or location. **El Rayees et al., (2018)** in their study reveals that the student's ability to find authentic information depends on the faculty i.e. discipline in which they enrolled. It's very difficult to assess the reliability of the information on the internet. Many students think that the Google search engine puts the most reliable information on the internet but they never look beyond the first page. There is a need to teach the students about the accurate search choice before clicking any one source. Teachers give the students assignment without judging their digital expertise in searching for the information. Here the librarian needs to use his expertise for the development of student's professional skills in evaluating reliable information in the digital literacy program. The librarian should teach the students the purpose of information, when it is generated, who is the author or publisher of this information and is the information accurate from the point of context. These factors will lead the students to search the accurate information which will lead to their academic excellence. the librarian must teach the students about open access publishing and internet archive.

Search for E-Resources: Earlier internet has been chosen as a popular internet service for sending information but with the advent of Web 2.0 technologies data can be transmitted easily to other users. Some of the libraries have adapted e-learning systems for the research and skill development of users within the college and they found that the users are using the information. The library staff gained competencies and an e-learning strategy. **Padmaja & Kishore (2019)** found that the students use e-resources because they are less expensive and easy to access. The library facilities and e-resources play a more significant role in students' success. E-resources are mostly used for the assignment purpose and project work. Maximum students are aware of the e-resources available in the library. Most students visit the libraries for accessing e-resources. The remote access for the students and faculties will increase the usage of e-resources. The library which promotes e-resources and scholarly articles helps the students to successfully complete their degrees. The libraries shall provide reference internet chat services for students from where they can contact the librarian for their queries. The libraries need to keep track of the e-resources used by the students and to decide how the library can provide better services in student's development and success. The libraries must use various online resources and IT tools to facilitate the students' learning. The student's competence will be increased with the e-training provided by the librarian. With the training of e-resources, the librarian will find the strength and weaknesses of students in accessing resources and he can provide remedial instructions. The libraries must provide in - remote access service to the students so that they can learn at their own place. The first-year students mostly use e-resources for their personal gain rather than academic purposes and third-year students use the e-resources mostly for their assignment and project work. What the users expect from libraries is that the library staff should have ICT handling skills that will answer their reference queries.

Social Media Literacy: Social media tools can be used by the libraries to deliver literacy programmes for undergraduate students. The libraries must introduce mobile technology for providing students authentic and accurate information over mobile. Mobile can be used as a component of distance learning and a progressive step in the learning process. **Lomba & Lomba (2009)** reveals in their work that Mobile learning can be used as an innovative technology in classroom learning which will productively experience teaching-learning. The impact of social media news is such that the youths who are connected to social media get the information from their friends and related members and they neglect the authentication of information and think of its accurate information. With the increasing use of social media, librarians can use these social media tools such as Facebook, Twitter, WhatsApp to interact

and provide necessary and accurate information for the students. The librarians must strive hard to provide the most comprehensive resources to their user community so that the user will get the information beyond physical boundaries. **Kumbar, Niveditha & Umesha (2020)** found that most are using smartphones to access information. They use the google chrome browser with keywords to search the information but the size of the mobile is a major barrier in seeking information. YouTube is another tool that can be used by the libraries for uploading the teacher's lectures and other information about the curriculum. Twitter which is a microblogging social network site, the libraries can share their information about their activities and others happening in libraries. Facebook is an online networking site which today used as a powerful social media platform. The libraries need to create content, topics of the interest of students and post it on Facebook and educate the students about the resources available in libraries and beyond the boundaries. The contents posted on Facebook should be relevant to student's topics. The students are always interested in learning new and social media is the best tool to teach the students. The librarians should have a conversation with the students by posting questions. The students should engage by posting relevant content in such a way that they must not feel to miss your updates and content.

Library Websites: with the advent of the internet and www the websites came into existence. the library websites play an important role in the life of students and researchers by providing various information sources and links to various information sources which develop the student's skills. The library website is a popular medium to access information. The library websites provide access to various e-resources, databases and other information links to meet the information needs of students. The students need to take advantage of these services to develop their professional skills. The institutional websites create an impression that data is trustworthy. The students will attract the library if the library provides valuable and accurate information. The library websites should be well designed to cater to the needs of the users in assessing the information.

MOOC (Massive Open Online Courses): The role of the higher educational institutes is to provide opportunities for the students to enhance their academic skills and achieve professional goals.(world bank 2010). MOOC courses have gained popularity among the academic community. SWAYAM is the major MOOC platform in India that organizes the highest number of online courses through its portal. . Swayam is an online platform launched by the Ministry of Human Resource Department (MHRD) Govt. of India. **Singh, Bhupendra (2020)**

in his study found that MOOC has made education possible for all learners by providing quality education accessible beyond physical boundaries. Beyond the undergraduate and postgraduate courses, swayam offers diploma and certificate courses. These courses are free to unlimited users. The course material is in the form of e-content, e-tutorials, web resources and self-assessment. MOOC has transformed education in a collaborative life learning process. MOOCs are interdisciplinary studies and learners don't have restrictions over enrolment of courses. The libraries must take initiatives to make awareness among the students about swayam's MOOC courses which will inculcate the self-learning concept among the students for their professional development. These courses are at the discretion of learners and they can acquire anywhere.

Conclusion: The libraries can play a greater role in developing students' professional skills by adopting various techniques to reach graduate-level students over the internet. The libraries must adopt multimedia technologies for the overall development of the students. The conducive environment provided by the libraries for students will increase their final grades. The librarian must create a harmonious relationship between the students and the library. The libraries have to work hard for the development & success of students. There shall need an assessment model that will demonstrate the impact of the library on students and the researcher's outcome. The users survey to be conducted which will point out the strength and weaknesses of libraries in providing the information. The libraries need to conduct various programs that will increase the professional skills of the students and students will achieve higher grades in their final exam. The libraries should also adapt the feedback system for improvement in their services. Student's feedback and measures to calculate the performance of libraries will help in providing better services to the user community.

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